Managing VBA Performance & Results: Q3

Under Secretary for Benefits
Paul R. Lawrence, Ph.D.
Fiscal Year 2019, Quarter 3: April 1, 2019 through June 30, 2019

July 25, 2019
Today’s Agenda

Present VBA **results** in FY 2019 Quarter 3

Explain the **benefits** we deliver to our Veterans

**Independence Day Challenge**
Willie Clark, Deputy Under Secretary for Field Operations

**Home Loan Funding Fee Refund Initiative**
Jeffrey London, Executive Director, Loan Guaranty Service

Describe **engagement** with Veterans

Answer **questions** from VSO partners

**American Legion**
Ralph Bozella

**Paralyzed Veterans of America**
Morgan Brown
Blue Water Navy Vietnam Veterans Act of 2019
*Public Law 116-23*

- Effective January 1, 2020
- Presumption of herbicide exposure to Veterans 12 miles offshore of Vietnam
- Spina bifida benefits to children of Veterans who served in Thailand
- Retroactive effective date for previously denied claims

What Are We Doing?

- Compiling ship information to make the review process faster
- Obtaining details of final legal rulings & preparing to launch extensive communications outreach to Veterans
- Sec. Wilkie has stayed decisions until the law is effective
- Working to ensure we have proper resources in place to meet the needs of Blue Water Veteran community and minimize the impact on Veterans filing for disability compensation

Visit the site below for more information and to file a claim:
VBA Priorities: Update

- Provide Veterans with the benefits they have earned in a manner that honors their service
- Ensure we are strong fiscal stewards of the money entrusted to us
- Foster a culture of collaboration
VBA Overview

The mission of the Veterans Benefits Administration is to serve as a leading advocate for Service members, Veterans, their families and survivors, delivering benefits and services that honor their service, assist in their readjustment, enhance their lives, and engender their full trust.

- **23,938 Employees**
  - 56% Veterans

- **56 Regional Offices**

- **39 Other Special Processing and Call Centers**

- **$28B in Benefits Distributed in FY19 Q3**

- **540 Intake Sites, Out-Based Facilities, VetSuccess on Campus Sites, and VR&E Offices**
“To care for him who shall have borne the battle and for his widow, and his orphan.”

A. Lincoln
FY19 Q3 Results: Compensation

Disability Compensation is a monthly, tax-free benefit to eligible Veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during active military service.

<table>
<thead>
<tr>
<th>COMPENSATION RESULTS</th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Served</td>
<td>4.9M</td>
<td>-</td>
</tr>
<tr>
<td>Dollars Paid</td>
<td>$22.3B</td>
<td>-</td>
</tr>
<tr>
<td>Claims Completed</td>
<td>350.9K</td>
<td>334.9K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>105.4</td>
<td>125</td>
</tr>
<tr>
<td>Issues Per Claim</td>
<td>4.7</td>
<td>-</td>
</tr>
<tr>
<td>Issues Completed</td>
<td>1.6M</td>
<td>-</td>
</tr>
<tr>
<td>Issue Quality</td>
<td>95.5%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

- Significantly more claims completed
- Ahead of target
- Quality Control remained high
Independence Day Challenge

GOAL
When: May 6 through June 30th
What: Complete significantly more claims in this period than ever before
Reward: One day time off grant for Friday, July 5th

RESULTS
Completed 269,430 claims, ahead of the target of 255,000

NOTES
VBA maintained a high level of quality
Non-rating work was unaffected

Willie Clark
Deputy Under Secretary for Field Operations
Thank You
VA Office of Information Technology!

James P. Gferer
Assistant Secretary for Information & Technology and Chief Information Officer
FY19 Q3 Results: Appeals

- Legacy
- Appeals Modernization

**APPEALS RESULTS**

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>VBA Legacy Appeals</td>
<td>160,788</td>
<td>164,816</td>
</tr>
<tr>
<td>Inventory (Non-Remand)*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: Pre-“board” workload inventory

Ahead of Target
Appeals Modernization

The modernized decision review process is a place for Veterans and other claimants who disagree with VA’s decision on their claim. This applies to decisions made on or after February 19, 2019. Claimants have a choice of three review lanes (Supplemental Claim, Higher-Level Review, or Appeal to the “Board” of Veterans Appeals).

### Two VBA Decision Lanes

<table>
<thead>
<tr>
<th></th>
<th>Supplemental Claim</th>
<th>Higher-Level Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target (Average Days)</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>Claims Received</td>
<td>45,600*</td>
<td>9,436*</td>
</tr>
</tbody>
</table>

*Since February 19th, 2019*

www.benefits.va.gov/benefits/appeals.asp
FY19 Q3 Results: Veterans Pension

**Veterans Pension** is a tax-free, needs-based benefit to wartime Veterans who are permanently and totally disabled or age 65 or older.

<table>
<thead>
<tr>
<th>VETERANS PENSION RESULTS</th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries Served</td>
<td>244K</td>
<td>-</td>
</tr>
<tr>
<td>Dollars Paid</td>
<td>$786M</td>
<td>-</td>
</tr>
<tr>
<td>Claims Completed</td>
<td>18.9K</td>
<td>18.3K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>128.9</td>
<td>125</td>
</tr>
</tbody>
</table>

- **Beneficiaries Served**: 244K (Ahead of Target)
- **Dollars Paid**: $786M (Intentional focus on completing the oldest pending claims)
- **Claims Completed**: 18.9K (Target: 18.3K)
- **Average Days to Complete**: 128.9 (Target: 125)
FY19 Q3 Results: Survivors Benefits

Survivors Pension is a tax-free monetary benefit payable to qualifying spouses and children of a deceased Veteran with wartime service. Dependency and Indemnity Compensation (DIC) is paid to eligible survivors of Service members and Veterans whose death was related to their service.

SURVIVOR BENEFITS RESULTS

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries Served</td>
<td>619K</td>
<td>-</td>
</tr>
<tr>
<td>Dollars Paid</td>
<td>$2.3B</td>
<td>-</td>
</tr>
<tr>
<td>Claims Completed</td>
<td>23.2K</td>
<td>26.6K</td>
</tr>
<tr>
<td>Average Days to Complete</td>
<td>134</td>
<td>125</td>
</tr>
</tbody>
</table>

Continuing to streamline processes
FY19 Q3 Results: Fiduciary

The **Fiduciary Program** appoints fiduciaries for beneficiaries who are unable to manage their benefits as a result of injury, disease, or age.

### FIDUCIARY RESULTS

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Beneficiaries in the Fiduciary Program</td>
<td>187.6K</td>
<td>-</td>
</tr>
<tr>
<td>Field Examinations <em>(Fiduciary/beneficiary relationship and wellness checks)</em></td>
<td>25.2K</td>
<td>24.3K</td>
</tr>
</tbody>
</table>

Ahead of Target
FY19 Q3 Results: Insurance

The Insurance Program is the 14th largest insurance program in the U.S., providing coverage under 10 lines of life insurance protection to Service members, Veterans, and their families.

**INSURANCE RESULTS**

<table>
<thead>
<tr>
<th></th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage Amount</td>
<td>$1.2T</td>
<td>-</td>
</tr>
<tr>
<td>Total Lives Insured</td>
<td>5.7M</td>
<td>-</td>
</tr>
<tr>
<td>Timeliness of Disbursements</td>
<td>4.2 days</td>
<td>4.0 days</td>
</tr>
<tr>
<td>Accuracy of Disbursements</td>
<td>97.7%</td>
<td>99.0%</td>
</tr>
<tr>
<td>Found Beneficiaries</td>
<td>412</td>
<td>300</td>
</tr>
<tr>
<td>Benefits Paid to Found Beneficiaries</td>
<td>$1.7M</td>
<td>-</td>
</tr>
</tbody>
</table>

**Program Highlights**

- Reduced SGLI premium
- Beat ACSI benchmarks

Reviewed & enhanced internal controls

Ahead of Target
FY19 Q3 Results: Education

The Education Program advances the education and skills of Veterans, Service members, family members, and survivors through a number of different programs, including the Post-9/11 GI Bill.

<table>
<thead>
<tr>
<th>POST-9/11 GI BILL RESULTS</th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>437,053</td>
<td>-</td>
</tr>
<tr>
<td>Dollars Paid</td>
<td>$2.1B</td>
<td>-</td>
</tr>
<tr>
<td>Timeliness of Processing Original Applications</td>
<td>23.3 days</td>
<td>28 days</td>
</tr>
<tr>
<td>Accuracy</td>
<td>98%</td>
<td>98%</td>
</tr>
</tbody>
</table>

Program Highlights

- VET TEC is live and accepting Veteran applications
- STEM Scholarship program will begin accepting applications and awarding benefits August 1

For issues or concerns, call 1-888-GI-BILL1
FY19 Q3 Results: VR&E

The VR&E Program assists Service members and Veterans with service-connected disabilities and an employment handicap prepare for, find, and maintain suitable careers, or maintain a life of independence. VR&E employs over 1,000 professional vocational rehabilitation counselors and delivers services through a network of over 350 office locations, including 104 VetSuccess on Campus (VSOC) schools/sites.

Program Highlights
- Over 12K tele-counseling appointments
- Developing Electronic Virtual Assistant (e-VA)
- Testing Electronic Invoicing (e-invoicing)

VR&E PROGRAM RESULTS

<table>
<thead>
<tr>
<th>Positive Outcomes</th>
<th>FY19 Q3</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Employment, Independent Living, Persisting in School)</td>
<td>3,932</td>
<td>3,915</td>
</tr>
<tr>
<td>Total Counselors Hired</td>
<td>167</td>
<td>169</td>
</tr>
</tbody>
</table>

On Track

Ahead of Target
FY19 Q3 Results: Home Loan Guaranty

Home Loan Guaranty helps Service members, Veterans, and their families obtain, retain, and adapt a home or refinance an existing home loan, with typically no down payment and no mortgage insurance, limited closing costs, no pre-payment penalty, and foreclosure assistance. VA also offers specially adapted housing grants for Veterans with certain service-connected disabilities.

### HOME LOAN GUARANTY RESULTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home Loans</strong></td>
<td></td>
</tr>
<tr>
<td>Number of Loans</td>
<td>155,685</td>
</tr>
<tr>
<td>Total Loan Amount</td>
<td>$44.1B</td>
</tr>
<tr>
<td><strong>Foreclosures</strong></td>
<td></td>
</tr>
<tr>
<td>Foreclosure Avoidance</td>
<td>19,394</td>
</tr>
<tr>
<td>Veteran Contacts</td>
<td>99,824</td>
</tr>
<tr>
<td><strong>Certificates of Eligibility Issued with VA staff Intervention</strong></td>
<td></td>
</tr>
<tr>
<td>within 5 Days</td>
<td>99.8%</td>
</tr>
<tr>
<td>within 1 Day</td>
<td>83.7%</td>
</tr>
<tr>
<td><strong>Specially Adapted Housing Grants</strong></td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td>597</td>
</tr>
<tr>
<td>Approved Funds</td>
<td>$32.6M</td>
</tr>
</tbody>
</table>

Army Veteran was 24 millionth VA home recipient
Home Loan Funding Fee Refund Initiative

- Veterans who received a retroactive rating for a service-connected disability with an effective date prior to their home loan closing are potentially due a refund of the funding fee

- Veterans receiving a refund will be notified by mail and will receive their refund by direct deposit

- **Projected completion date:** September 30, 2019

Call **877-827-3702** or visit the site below for more information:

[https://www.benefits.va.gov/homeloans/purchaseco_loan_fee.asp](https://www.benefits.va.gov/homeloans/purchaseco_loan_fee.asp)
FY19 Q3 Results: Transition & Economic Development

Transition and Economic Development provides Service members and Veterans with opportunities for economic advancement from military service through civilian life by connecting them to VA benefits, economic information, partners, services, and tools they need.

**Program Highlights**

- The Post Separation TAP Assessment (PSTAP) Outcome Study was launched June 6. Results are anticipated in October.
  
  - If you receive the survey, go to [www.va-pstapsurvey.org](http://www.va-pstapsurvey.org) to complete

### TRANSITION ASSISTANCE RESULTS

<table>
<thead>
<tr>
<th></th>
<th>Actuals</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA TAP Touches (Q3)</td>
<td>48,179</td>
<td>-</td>
</tr>
<tr>
<td>Customer Satisfaction (Q2)</td>
<td>95.5%</td>
<td>95%</td>
</tr>
</tbody>
</table>

Q3 results align with Department of Defense’s customer satisfaction reporting cycle.

VA TAP Touches are individual interactions with transitioning Service members, Veterans, spouses, and caregivers through TAP briefings.
FY19 Q3 Engagement with Veterans & Stakeholders

Outreach Accomplishments

- **Alaska Outreach Campaign** – In June, VBA (with VHA and the state of Alaska) held a campaign to connect with rural and hard-to-reach Veterans in Alaska
  - **Claims & Benefits Clinics**: Veterans were served at clinics in Anchorage, Palmer, Delta Junction and Fairbanks.
  - **Stakeholder Roundtable**: VA leadership joined Alaska representatives and community organizations to discuss challenges and opportunities to increase service to rural and hard-to-reach Veterans
- **VBA completed over 3,400 outreach events in Q3**. VBA Overseas Military Service Coordinators had over 4,000 interactions with Service members and Veterans in Europe and Far East in Q3.

Under Secretary Engagement

- VFW Post 6498 Veteran Town Hall, Milwaukee WI
- Community College of Allegheny Student Veteran Roundtable
- VSO Veteran Town Hall hosted by Veteran Coalition St. Clair Shores, MI
### Budget Through Q3: On Target

<table>
<thead>
<tr>
<th>Category</th>
<th>2019 Dollars (in millions)</th>
<th>3rd Quarter Actuals (in millions)</th>
<th>% Actuals Obligated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll</td>
<td>$2,467</td>
<td>$1,834</td>
<td>74%</td>
</tr>
<tr>
<td>Contracts</td>
<td>$1,688</td>
<td>$1,350</td>
<td>80%</td>
</tr>
<tr>
<td>Rent, Comm., Utilities</td>
<td>$177</td>
<td>$139</td>
<td>79%</td>
</tr>
<tr>
<td>All Other</td>
<td>$43</td>
<td>$9</td>
<td>21%</td>
</tr>
<tr>
<td>Travel</td>
<td>$28</td>
<td>$20</td>
<td>71%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4,403</strong> or <strong>$4.4B</strong></td>
<td><strong>$3,352</strong> or <strong>$3.3B</strong></td>
<td>76%</td>
</tr>
</tbody>
</table>
Oversight

FY 19 Q3 Congressional Hearings

April
- HVAC EO Legislative Hearing
- Fiscal Year 2020 President’s Budget: Requests Related to Veterans’ Readjustment Benefits

May
- DACA Legislative Hearing
- Examining Ongoing Forever GI Bill Implementation Efforts

June
- Evaluating the Effectiveness of VA’s Vocational Rehabilitation and Employment (VR&E) program
- Examining Mid-Semester School Closures Impact on Student Veterans
- Military Sexual Trauma
For the Q&A portion, we invited questions from The American Legion and Paralyzed Veterans of America.
Q&A

Ralph Bozella
Chairman of Veterans Affairs & Rehabilitation Commission
The American Legion

QUESTIONS:
1. What can VA do to speed up the claims process so that Veterans can get Blue Water Navy claims completed
2. If Veterans have died will DIC be available to their dependents?
Response:

Blue Water Navy Veterans are encouraged to submit disability compensation claims for conditions presumed to be related to Agent Orange exposure.

To make the review process for these claims faster, VA is:

- Compiling ship information
- Digitizing Naval records
- Developing a communications campaign to reach Vietnam Veterans

Veterans will have priority in claims processing, as follows:

- Veterans over age 85
- Veterans with life-threatening illnesses
- Veterans facing imminent homelessness
- Veterans facing financial hardship

Eligible survivors of deceased Blue Water Navy Veterans may benefit from the new law and may file for claims for benefits based on the Veterans’ service.

Visit the site below for more information and to file a claim:

Question: What is VA doing to ensure proper staffing at all levels?
Response:

As Secretary Wilkie will say, we must be agile.

We develop our staffing budget based on estimated future workload

- Budget passed by Congress
- VBA monitors workload and refines staffing

Find opportunities to streamline VBA

- Reduce redundancy
- Move staff to where they are needed most

We’re Hiring! Check the link below: Veteran Service Representative (VSR) Positions
Celebration of the 75th Anniversary of the GI Bill

To learn more about the 75th anniversary of the GI Bill and hear GI Bill Stories from Veterans around the world, visit: https://www.benefits.va.gov/gibill/75th-anniversary.asp
FY19 Q3 Summary

• **Performance of Business Lines**: Strong
• **Independence Day Challenge**: Target Exceeded
• **Outreach to Rural Veterans**: Promises Fulfilled
• **Blue Water Navy Preparations**: Continued and Ongoing
• **Budget**: On Track

THANK YOU FOR YOUR CONTINUED SUPPORT!
Connect with us!
This webcast and materials will be posted at: benefits.va.gov/stakeholder

For VA customer service, call: 1-800-827-1000

To learn more about VA Benefits, visit: benefits.va.gov

For more specific questions, access: Inquiry Routing & Information System (IRIS)